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BY: *V. Hanley*

ATLANTA CITY COUNCIL

NATALYN MOSBY ARCHIBONG
COUNCILMEMBER DISTRICT 5

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January 2, 2007

President Lisa Borders
Atlanta City Council
City of Atlanta
55 Trinity Avenue
Atlanta, Georgia 30303

07-C-0119

Dear President Borders:

I am pleased to appoint Mr. Jeffery L. Childers, a resident of District 5, to serve as a member of the Keep Atlanta Beautiful Commission. The appointment is for a term of two (2) years, scheduled to begin on the date of Council confirmation.

Mr. Childers, by profession, is a network evolution services consultant to Verizon Wireless. As a Kirkwood resident, he has been active in neighborhood clean-up and beautification initiatives for many years. I am confident that Mr. Jeffery L. Childers will be a valuable member of the Keep Atlanta Beautiful Commission.

I am attaching a copy of his resume for the committee to review.

Sincerely,

Natalyn M. Archibong

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Home Phone (404) 371-3343 Cell Phone (404) 822-3345
E-mail address: jeffery.childers@comcast.net

Jeffery L. Childers

Summary of Qualifications

Systems analyst and trainer with extensive customer service experience in the telecommunications and banking industries. Skilled in the billing system conversions, instructing inventory and billing systems, testing databases, developing curriculum and training materials, and providing post-conversion support to students. Award winning trainer with excellent people skills and dedication to work.

Professional Experience

DMR Consulting—Atlanta, GA (March 2001-December 2001)

Consultant

- * Performed various duties for Verizon Wireless throughout the United States.

Evolution Networks—Atlanta, GA (October 2000-February 2001)

Systems Analyst

- * Performed necessary analyses and evaluations to determine systems feasibility.
- * Gathered requirements for systems selections.
- * Developed work plan for project task sequencing then facilitated meetings to track project's progress.
- * Developed dataflow diagrams.

Verizon Wireless (formerly GTE)—Atlanta, GA (September 1993-August 2000)

Business Analyst-Systems Implementation

- * Worked with implementation team that converted 2 million GTE Wireless customers successfully and on schedule from Mobiltrack billing system to the CMIS billing system. My role included error reporting, data clean-up, testing, and post conversion support.
- * Took lead role in trouble ticket clean-up.
- * Received a GTE Team Achievement Award for successful CMIS systems migration.

Administrator-Systems Training

- * Participated in development of curriculum and training-instructional aids.
- * Conducted two week Virtuoso II "Train the Trainer" classes throughout the United States.
- * Provided on-site conversion support to retail store employees once Virtuoso II was implemented.
- * Received a GTE Team Achievement Award for quality training.

Customer Care Representative-Administrative Support

- * Processed customer account adjustments, concessions, promotions, and updates for GTE retail stores nationwide.
- * Completed 20 to 25 customer responsibility changes daily.
- * Received GTE Employee Excellence Award for quality work and individual contribution to team.
- * Received a trip to Jamaica by being selected as top performer by team peers.

Customer Care Representative

- * Answered 75 to 125 calls daily pertaining to billing, equipment operation, equipment troubleshooting, roaming, and network problems.

Account Service Representative

- * Reduced customer chum(cancellations) in GTE's Southeast Region by offering equipment upgrades, rate plan analyses, concessions, and education. Saved approximately 100 customers monthly.
- * Completed phone activations in the billing system for GTE customers moving from different markets.

First Citizens Bank—Raleigh, NC (October 1987-September 1993)

Educator

- * Conducted “One on One” systems training to approximately 750 employees in North Carolina.
- * Received a First Citizens' Performance Pacesetter award for professionalism and product knowledge. One of Twelve awards given from employee base of thousands.

Teller/Customer Service Representative

Education

North Carolina State University, Raleigh NC

Etcetera

Microsoft Word, Microsoft Excel, Microsoft Access, Visio, PowerPoint, Microsoft Exchange/Outlook